

STATE OF SOUTH CAROLINA

(Caption of Case)

Request for Rulemaking Regarding Gas Meters

BEFORE THE  
PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA

COVER SHEET

DOCKET

NUMBER: 2007 - 287 - G

(Please type or print)

Submitted by: Scott Tyler

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NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

**DOCKETING INFORMATION** (Check all that apply)

☐ Emergency Relief demanded in petition ☐ Request for item to be placed on Commission's Agenda expeditiously

☒ Other: Letter Providing Update on Yuri Freeman Matter

INDUSTRY (Check one)	NATURE OF ACTION (Check all that apply)		
<input type="checkbox"/> Electric	<input type="checkbox"/> Affidavit	<input checked="" type="checkbox"/> Letter	<input type="checkbox"/> Request
<input type="checkbox"/> Electric/Gas	<input type="checkbox"/> Agreement	<input type="checkbox"/> Memorandum	<input type="checkbox"/> Request for Certification
<input type="checkbox"/> Electric/Telecommunications	<input type="checkbox"/> Answer	<input type="checkbox"/> Motion	<input type="checkbox"/> Request for Investigation
<input type="checkbox"/> Electric/Water	<input type="checkbox"/> Appellate Review	<input type="checkbox"/> Objection	<input type="checkbox"/> Resale Agreement
<input type="checkbox"/> Electric/Water/Telecom.	<input type="checkbox"/> Application	<input type="checkbox"/> Petition	<input type="checkbox"/> Resale Amendment
<input type="checkbox"/> Electric/Water/Sewer	<input type="checkbox"/> Brief	<input type="checkbox"/> Petition for Reconsideration	<input type="checkbox"/> Reservation Letter
<input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Certificate	<input type="checkbox"/> Petition for Rulemaking	<input type="checkbox"/> Response
<input type="checkbox"/> Railroad	<input type="checkbox"/> Comments	<input type="checkbox"/> Petition for Rule to Show Cause	<input type="checkbox"/> Response to Discovery
<input type="checkbox"/> Sewer	<input type="checkbox"/> Complaint	<input type="checkbox"/> Petition to Intervene	<input type="checkbox"/> Return to Petition
<input type="checkbox"/> Telecommunications	<input type="checkbox"/> Consent Order	<input type="checkbox"/> Petition to Intervene Out of Time	<input type="checkbox"/> Stipulation
<input type="checkbox"/> Transportation	<input type="checkbox"/> Discovery	<input type="checkbox"/> Prefiled Testimony	<input type="checkbox"/> Subpoena
<input type="checkbox"/> Water	<input type="checkbox"/> Exhibit	<input type="checkbox"/> Promotion	<input type="checkbox"/> Tariff
<input type="checkbox"/> Water/Sewer	<input type="checkbox"/> Expedited Consideration	<input type="checkbox"/> Proposed Order	<input checked="" type="checkbox"/> Other:
<input type="checkbox"/> Administrative Matter	<input type="checkbox"/> Interconnection Agreement	<input type="checkbox"/> Protest	
<input type="checkbox"/> Other:	<input type="checkbox"/> Interconnection Amendment	<input type="checkbox"/> Publisher's Affidavit	
	<input type="checkbox"/> Late-Filed Exhibit	<input type="checkbox"/> Report	

**James H. Jeffries IV**  
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September 12, 2007

Mr. Charles Terreni  
Chief Clerk Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive  
Columbia, South Carolina 29210

**Re: Docket No. 2007-287-G Request for Rulemaking Regarding Gas Meters**

Dear Mr. Terreni:

I am writing on behalf of Piedmont Natural Gas Company, Inc. ("Piedmont") in reference to the above-captioned proceeding and in order to provide an update to the Commission with respect to the matters raised by Mr. Freeman in his initial letter filing with the Commission.

As you will recall, Mr. Freeman's letter raised concerns about an estimated reading of his meter performed by Piedmont pursuant to the Commission's regulations. The estimated read in this case resulted from the failure of Mr. Freeman's meter to register for several consecutive months. Because of factors identified in his letter, Mr. Freeman did not believe that the estimated read in this case was representative of his actual usage during the period his meter was malfunctioning. Mr. Freeman also raised concerns about the operation of the Commission's Regulations, which allowed Piedmont to back bill him for estimated gas usage for several months in this case.

In the last eight days, Piedmont has had several conversations with Mr. Freeman regarding his concerns. With respect to the amount of Mr. Freeman's estimated bill, Piedmont has agreed to make a downward adjustment in that bill equal to fifty percent (50%) of Mr. Freeman's estimated usage for the period in question based on the factors identified in Mr. Freeman's letter. It is Piedmont's understanding that Mr. Freeman is satisfied with this adjustment. Piedmont has also agreed to evaluate the situation that resulted in Mr. Freeman's estimated bill and to determine what reasonable additional steps might be taken by Piedmont (including periodic meter checks or billing system software checks) to ensure that malfunctioning meters are discovered in a timely fashion so as to prevent large customer back bill balances from accumulating. It is Piedmont's understanding that Mr. Freeman is also satisfied with this commitment.

Thank you for your attention to this matter. If you have any questions, you may reach me at the number shown above.

Sincerely,

s/ James H. Jeffries IV  
James H. Jeffries IV

JHJ/bao

c: Mr. Yuri Freeman  
Ms. Nanette Edwards